General Knowledge Base Documentation

Complete PDF Manual

Guide for Magento administrators, technical project owners, and implementation teams.

LAST UPDATED
2026-10-13

SOURCE
Open complete documentation online

Table of Contents

General Knowledge Base Documentation · general

Overview
General Knowledge Base
Installation & Updates
Licensing & Account
Extension Status in Magento Admin
Support & Troubleshooting
Protected Customer Attributes

General Knowledge Base

This section covers the steps shared by SoftwareSilo Magento extensions: accessing the private Composer repository, managing licenses and update access, and giving support enough information to investigate a problem.

Module-specific configuration belongs in that extension's own manual.

Topics

- Installation & Updates
- Licensing & Account
- Extension Status in Magento Admin
- Support & Troubleshooting
- Protected Customer Attributes

Installation & Updates

SoftwareSilo distributes Magento packages through a private Composer repository. Composer package names retain the `mageb2b/*` namespace, while SoftwareSilo is the public product and company brand.

The safest source for commands is **Account > Licenses**. Expand the licensed extension and copy its installation instructions; the page uses the current repository host, your license token, the packages included in that license and any applicable version limit.

Configure Composer manually

If you need to enter the commands yourself, add bearer authentication and the Composer repository:

```
composer config bearer.repo.softwaresilo.io '<license-token>'
```

```
composer config repositories.softwaresilo composer
https://repo.softwaresilo.io/
```

Then require the exact package listed on the license card:

```
composer require mageb2b/package-name
```

Do not paste a real token into tickets, screenshots, logs, committed files or shared shell transcripts. Composer commonly stores credentials in `auth.json`; keep that file outside source control.

Download the generated instructions

Each expanded license card can download the same installation instructions as a Markdown file. Use this when another authorised team member performs the deployment, but transfer it securely because it contains the license token.

Update an extension

Start by checking the package and allowed version range shown in **Account > Licenses**:

```
composer show mageb2b/package-name
composer update mageb2b/package-name --with-dependencies
php bin/magento setup:upgrade
php bin/magento cache:clean
```

Follow your normal Magento production process for maintenance mode, generated code

and static content. Read the extension changelog before updating and take a recoverable database and code backup.

Update access after support expires

An expired support/update period does not make the installed extension stop working. Repository access is limited to versions covered by the licensed subscription window. Renew support and updates from the license card to regain access to newer releases.

Troubleshoot Composer access

Check these in order:

1. The repository host in Composer matches the host shown in your account.
2. The bearer token is the current token for that license.
3. The requested package belongs to the license, including any required add-on.
4. The version is within the update period shown on the license card.
5. Composer is not reading an older global `auth.json` or repository entry.

Inspect the active configuration without sharing the token:

```
composer config --list --auth
composer show mageb2b/package-name --all
```

If the token was rotated, the old value stops working immediately. Update Composer authentication everywhere that license is used.

Licensing & Account

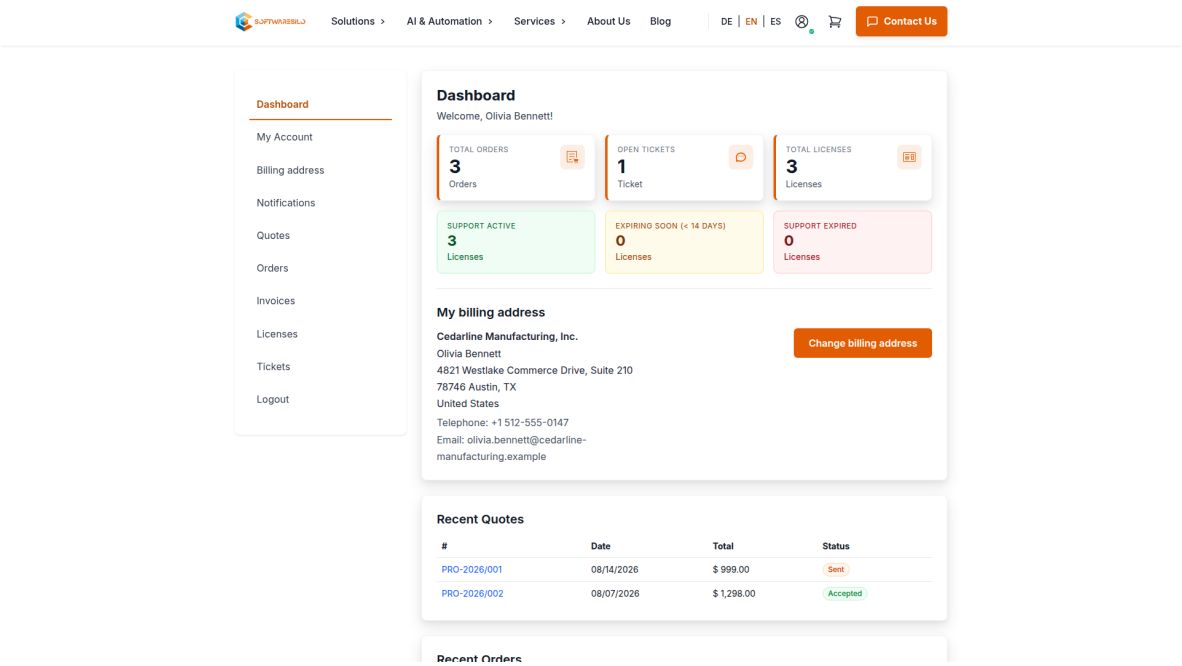
Your SoftwareSilo account brings licenses, quotes, orders and invoices together in one place. Sign in through the account login with either:

1. your account email and password; or
2. a license token and its licensed domain.

Unconfirmed accounts must finish email confirmation before normal account access is available.

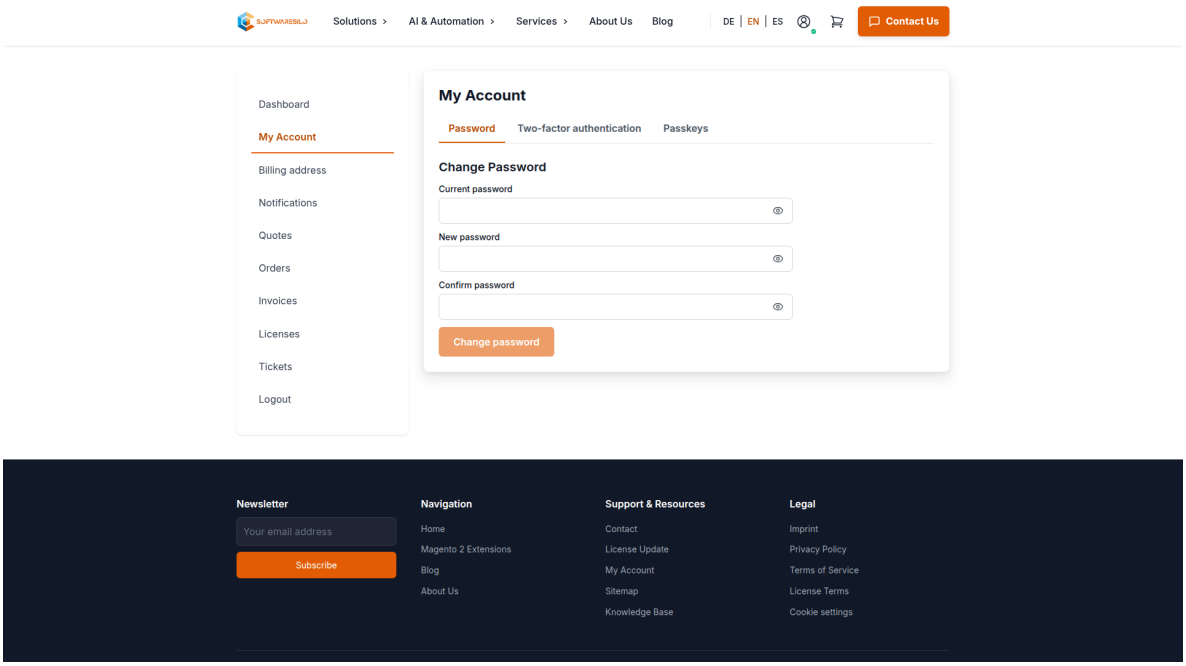
Start with the dashboard

The dashboard gives you a quick check of active licenses, support periods, recent quotes and recent orders. It also shows the billing address currently stored on the account. Use the navigation on the left to move between the different records.

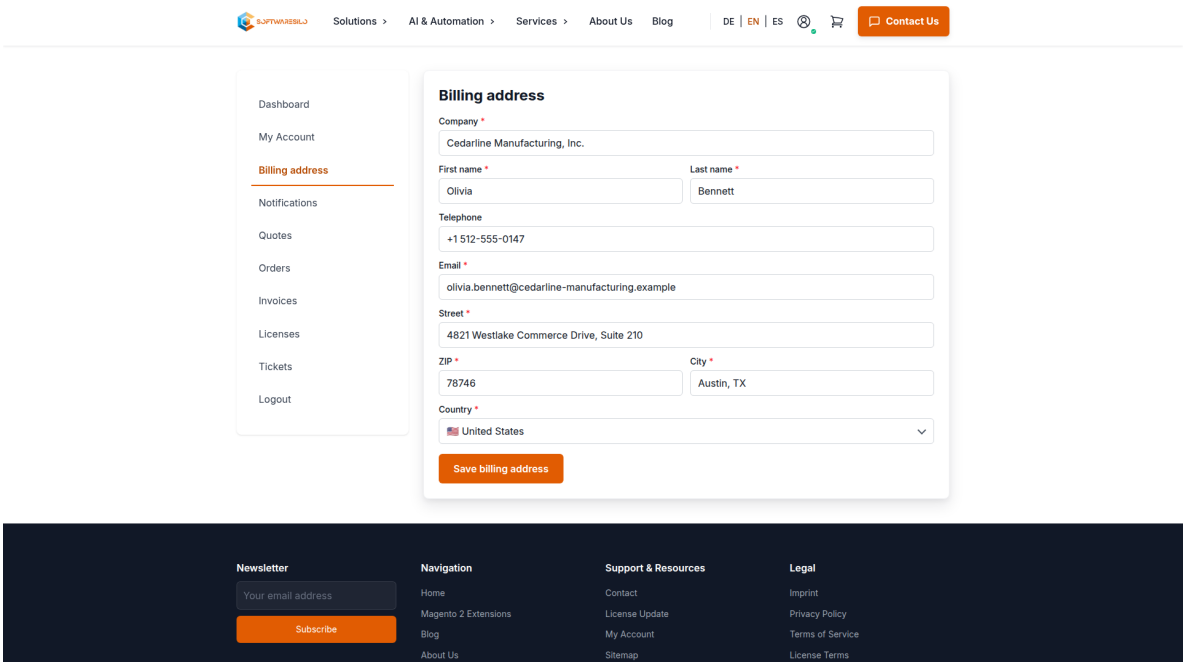


Account security

Open **My Account** to change the account password or manage the available two-factor authentication and passkey options. Password changes require the current password, so an open browser session alone is not enough to replace it.

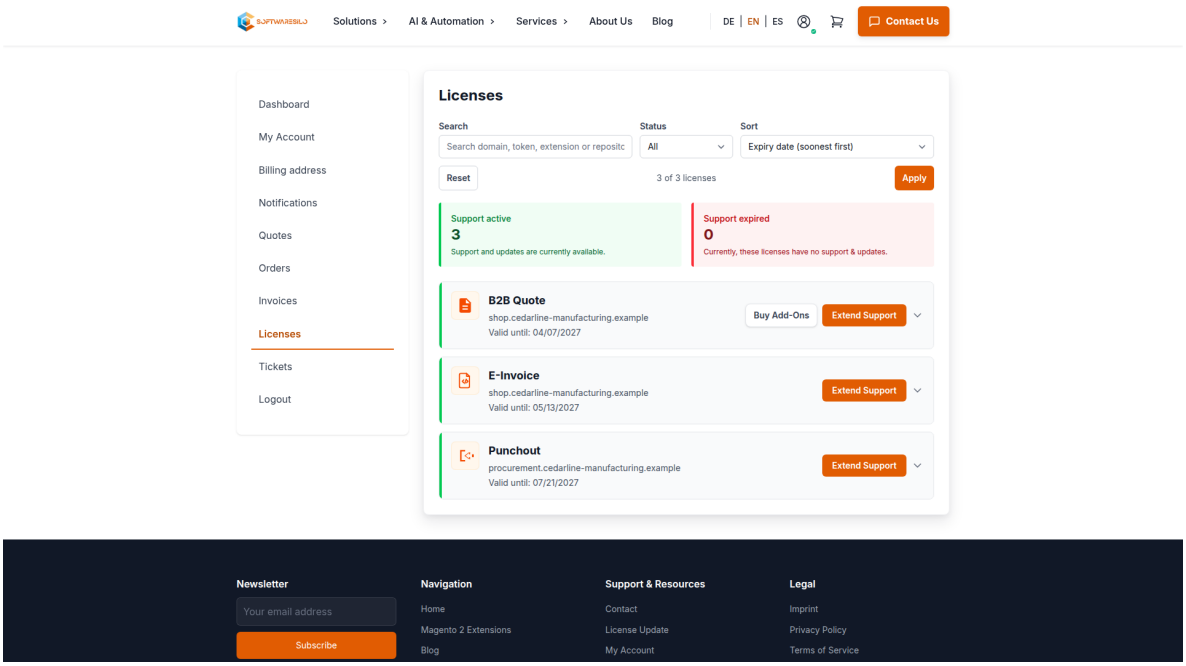


The **Billing address** page contains the company and contact details used for new sales documents. Correct this information before requesting a quote or placing an order if the legal entity, VAT ID or invoice address has changed. Existing documents keep the address with which they were issued.



License overview

Go to Account > Licenses. Each extension card shows the licensed domain, support/update status, included packages and the version range currently available through the repository.



From the card you can:

- copy Composer authentication, repository and package commands;
- download installation instructions as Markdown;
- renew support and updates for 6 or 12 months;
- buy available add-ons;
- activate or deactivate purchased add-ons where offered;
- rotate the repository token after explicit confirmation.

Active and **Expired** describe the support/update period. They do not describe whether an already installed perpetual usage right can run. The binding terms for your purchase are the full license terms, which take precedence over this operational guide.

Installation instructions

Expand a license card and open **Installation Instructions**. The page provides the Composer authentication, repository and package commands for that specific license. You can also download the steps as Markdown.

Run the commands from the Magento project root. Treat the authentication value like a password: keep it out of source control, screenshots, tickets and shared build logs.

Renew support and updates

When the current period is still active, an extension normally starts after that period ends. If repositories inside one license have different dates, the confirmation screen shows how each period will be handled before checkout.

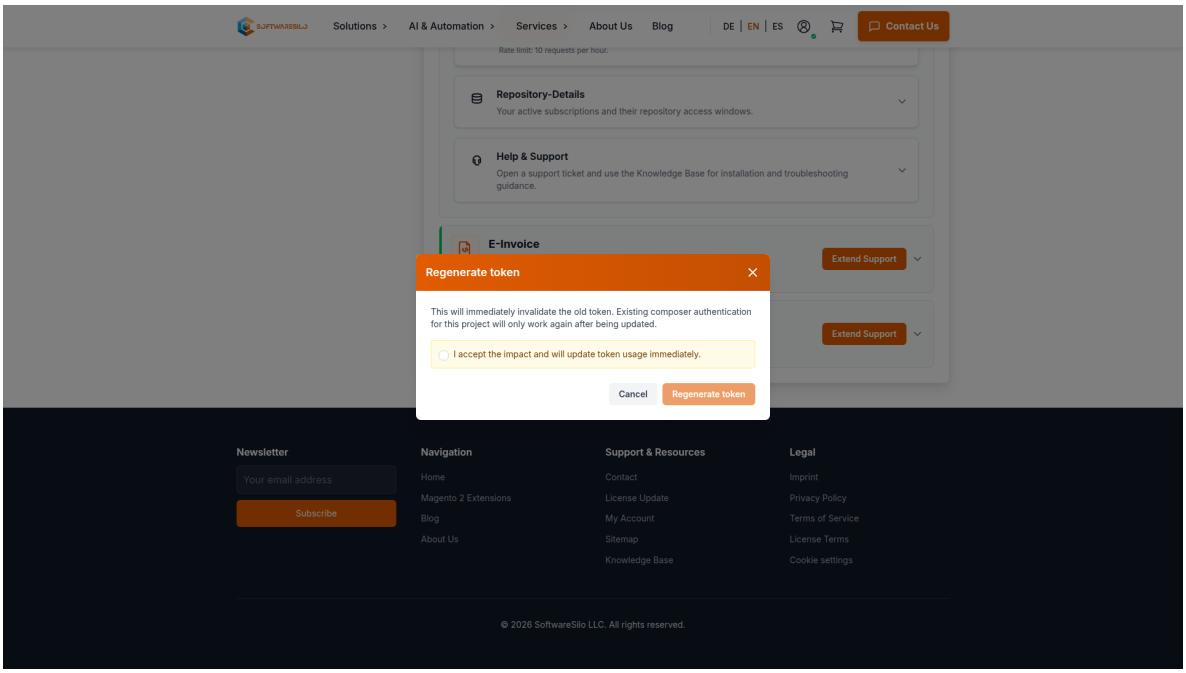
Buying an add-on while support is expired activates the add-on entitlement, but does not renew support for the underlying extension. Renew support as well when you need

current package versions and assistance.

Rotate a repository token

Rotation immediately invalidates the old token. Before confirming, identify every CI runner, deployment host and developer machine that uses it. Replace the token in Composer authentication after rotation; do not put the new value into source control.

The confirmation dialog stays disabled until you acknowledge the impact. This extra step helps prevent an accidental rotation while you are only reviewing a license.

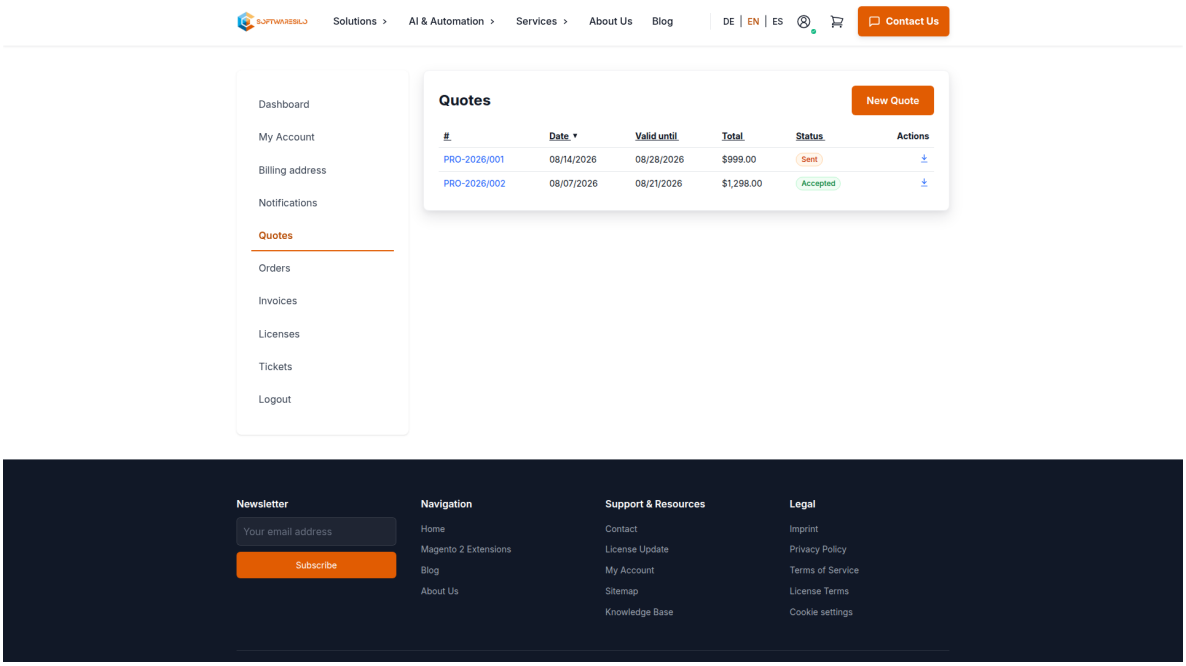


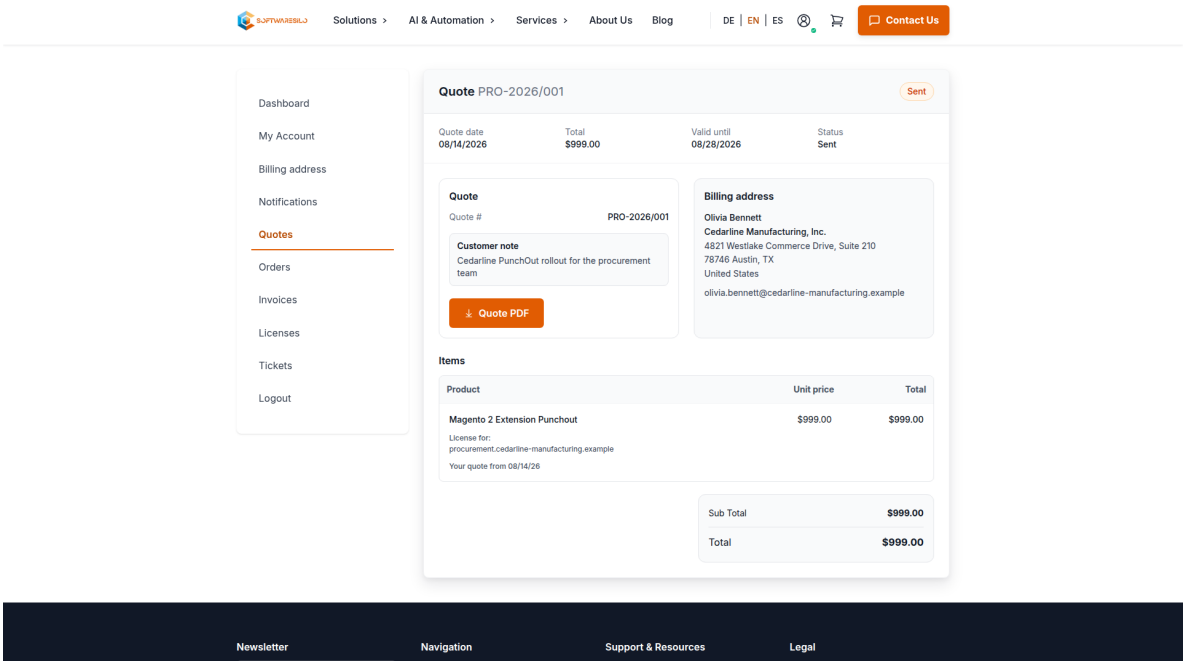
Licensed domain changes

Contact info@softwaresilo.io when the production domain changes while the license remains with the same legal entity. Include the old and new domain and the affected extension, but never include the repository token in the message.

Quotes

Account > Quotes lists each quote with its date, validity period, total and current status. Open a row to review the billing address and quoted items. The download action provides the customer copy as a PDF when one is available.

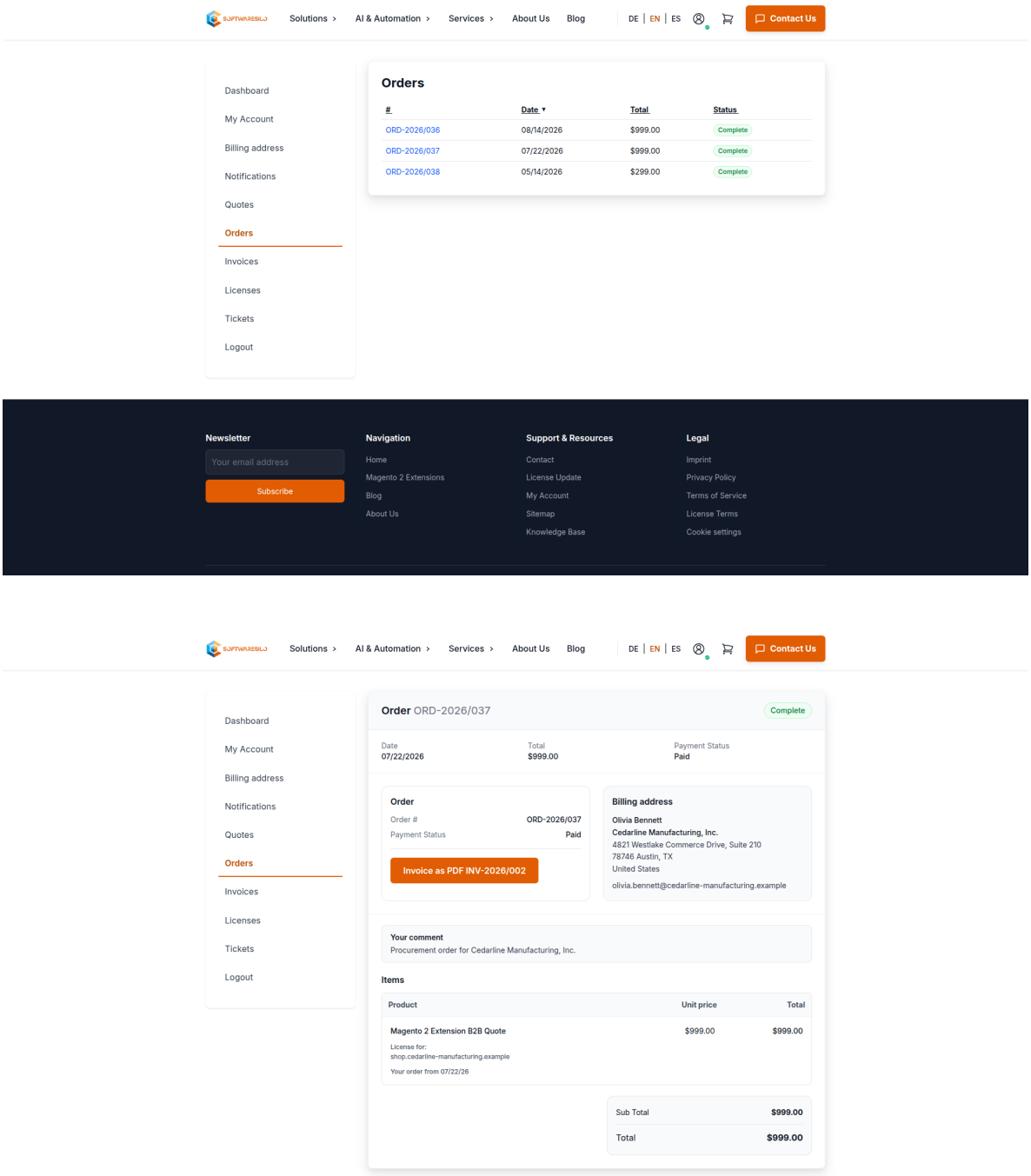




Orders

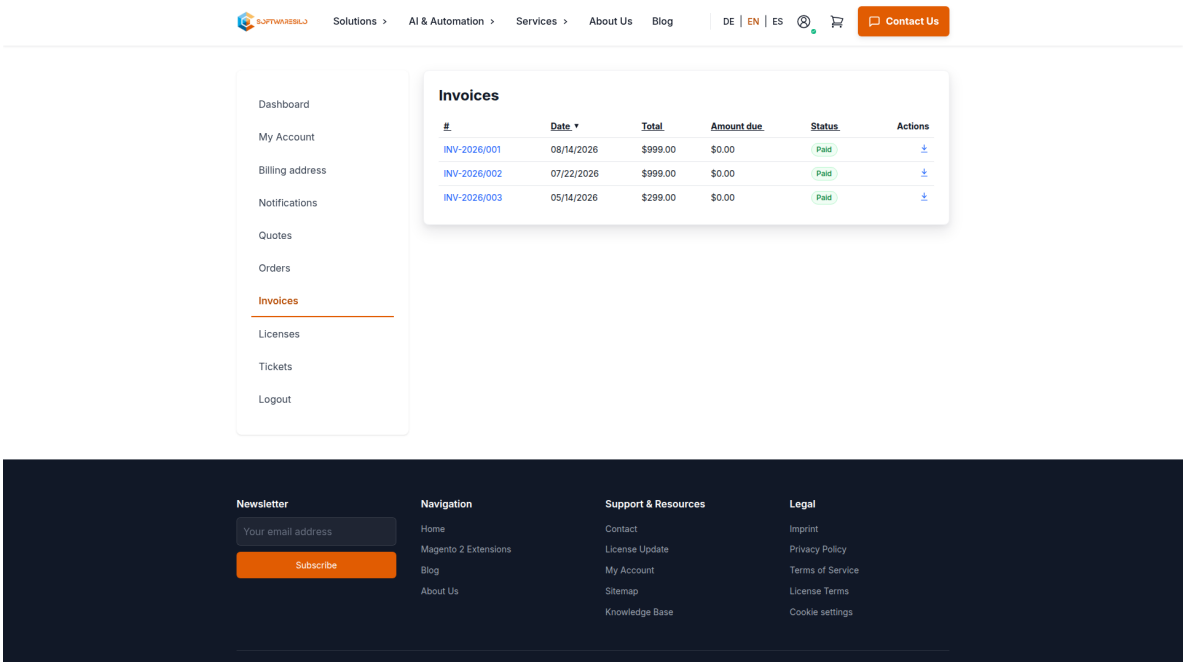
Account > Orders lists your order history. Open an order to review its items and download available invoices through the account interface.

The status in the overview distinguishes open orders from completed purchases. The detail page keeps the order, payment status, billing address and linked invoice together, which is useful when matching a purchase order reference to the resulting documents.

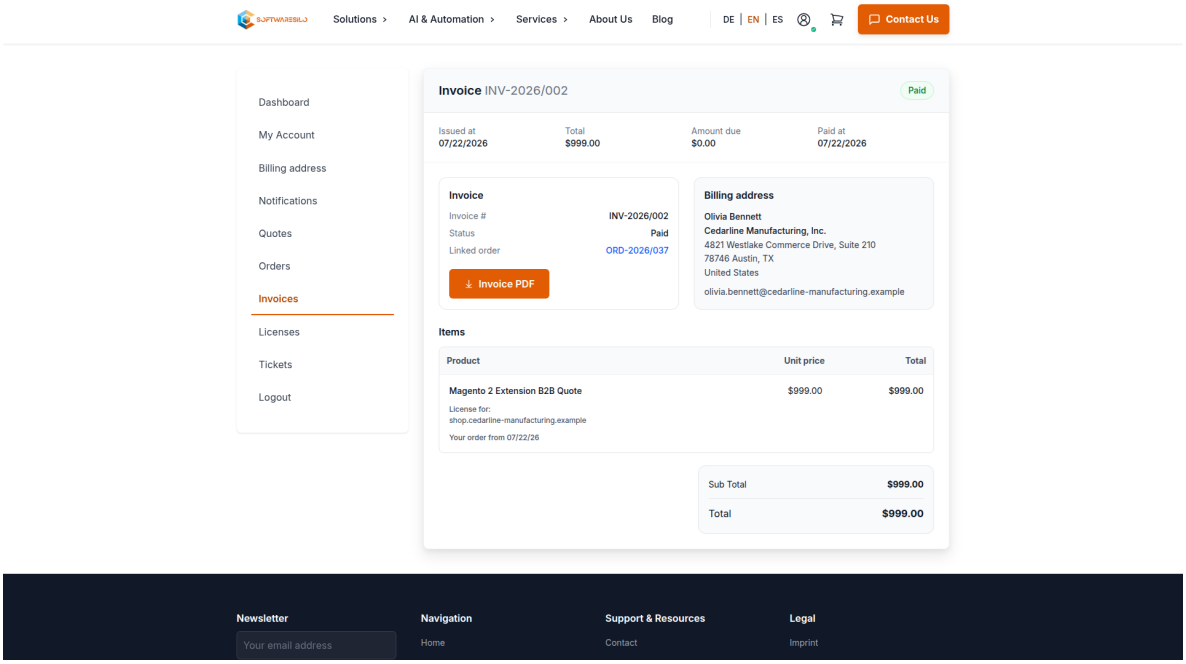


Invoices

Account > Invoices shows the invoice total, remaining amount and payment status. Use the download icon for the PDF or open the invoice number for the full account view.

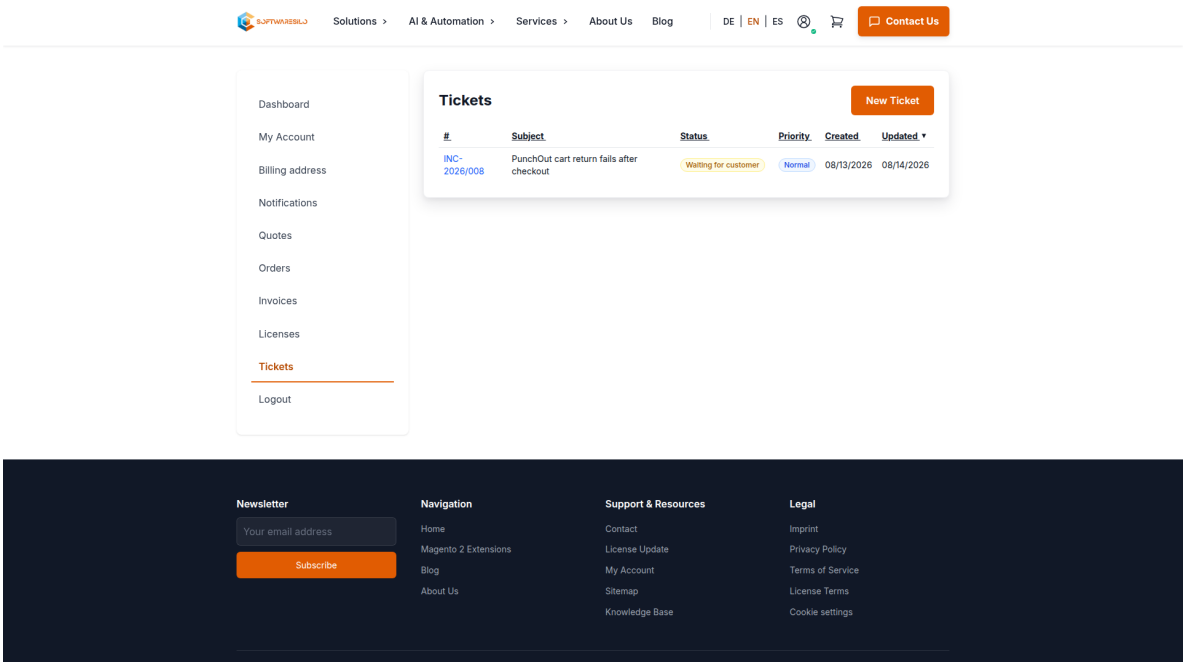


The invoice detail links back to its order and shows the billing address and invoiced items. A paid invoice has no remaining amount due; an open invoice continues to show the outstanding balance.



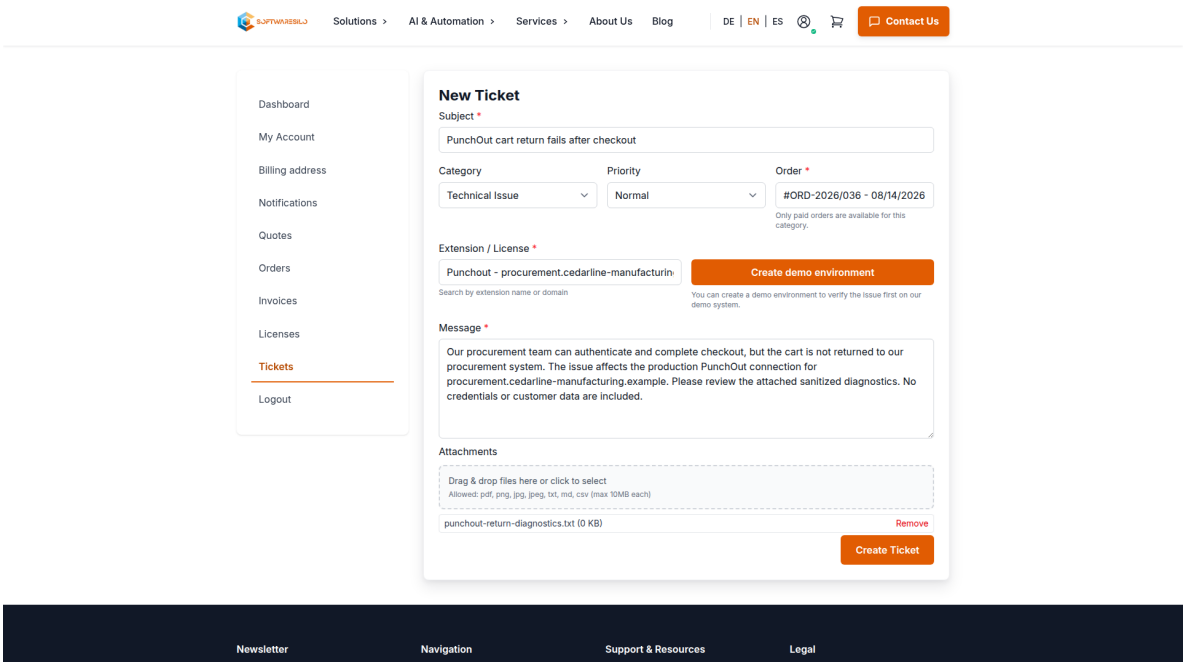
Support tickets

Account > Tickets keeps technical questions and their attachments in one conversation. Each request receives an `INC-YYYY/NNN` ticket number. The overview shows its current status and when the conversation was last updated.



Technical issues and feature requests require a valid support package. When opening the ticket, select the paid order and the corresponding extension or license. This connects the request to the product and support period that the team needs to check. General account and billing questions use their matching categories and do not require technical diagnostic data.

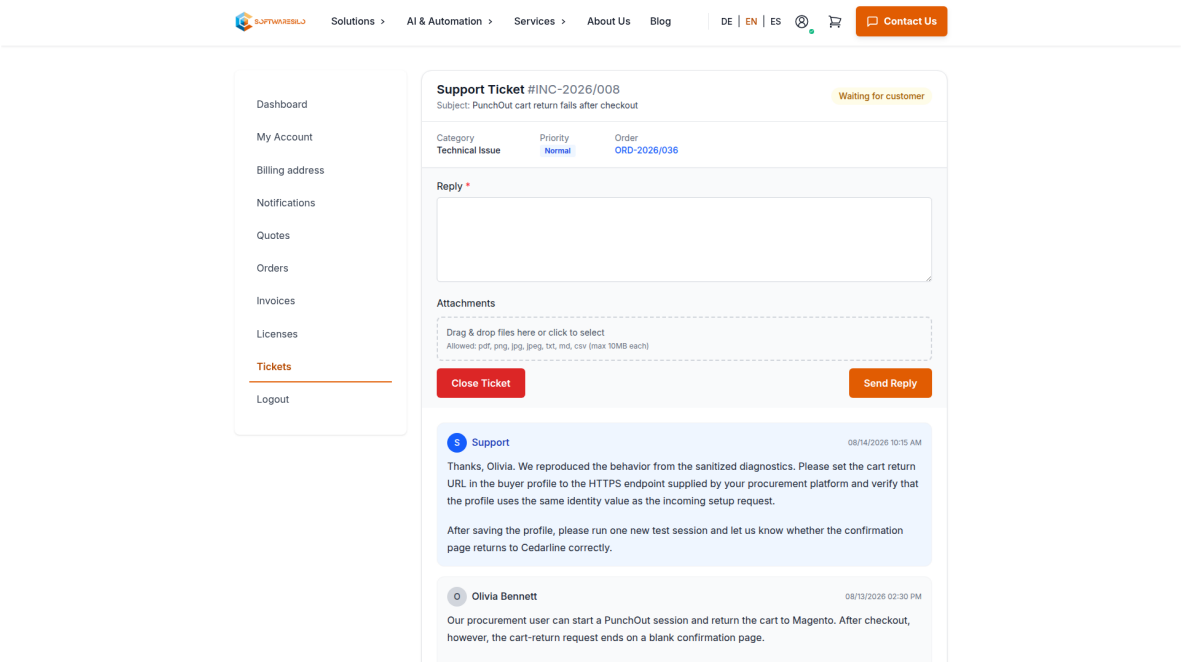
Describe what happened, what you expected and the shortest reliable way to reproduce it. Include the Magento, PHP and extension versions and state whether the behavior occurs in production, staging or a clean demo. You can add PDF, PNG, JPG, TXT, Markdown or CSV files of up to 10 MB each through the attachment field.



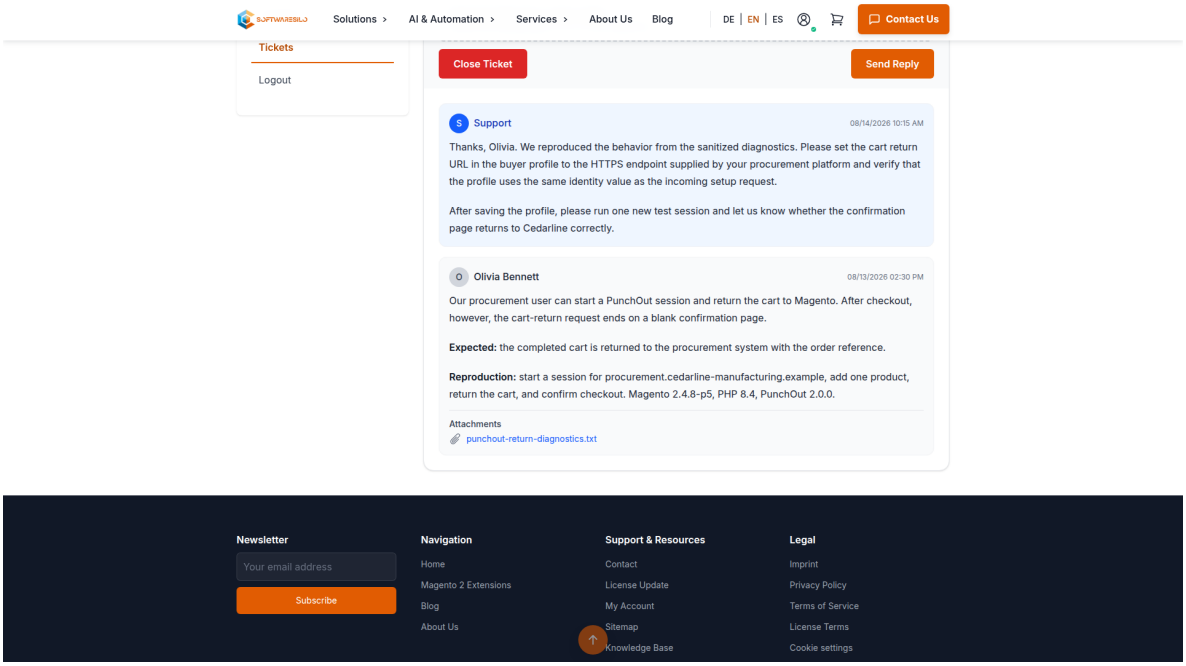
Never upload passwords, repository tokens, private keys, complete databases or

unfiltered customer data. A short sanitized log excerpt or focused screenshot is usually more useful than a full archive.

After submission, the ticket page shows the related order, category, priority and current status above the reply form. Status **Waiting for customer** means support has replied and needs confirmation or more information from you. You can answer in the same thread and attach additional evidence.



The conversation keeps the original report, support replies and downloadable attachments together. This preserves the troubleshooting context without spreading it across separate emails.



SoftwareSilo normally sends the first substantive response within two business days. This

is a response target, not a guaranteed resolution time: investigation may take longer when the issue depends on a third-party integration or needs a reproducible environment.

Close your online account

Use **Close online account** on the account dashboard when you no longer want access to the SoftwareSilo customer portal. Closing the account signs you out and removes the credentials and settings used by the portal, including your password, passkeys, two-factor authentication, saved cart, newsletter subscription and notification preferences.

This does not cancel a purchase or erase commercial records. Orders, quotes, invoices, payments, credit memos and licenses remain linked to the customer record so that issued documents and accounting history stay complete. Existing license tokens also remain valid, so installed extensions can still be downloaded and updated through Composer.

The closed account can no longer be used to sign in or request a new password. Contact info@softwaresilo.io if portal access is needed again.

Extension Status in Magento Admin

SoftwareSilo extensions can show their package and support status at the top of their Magento configuration page. This panel comes from the shared Extension Manager package. It is not a separate dashboard and has no settings page of its own.

What the status panel shows

The summary tells you how many packages belong to the extension and whether an update covered by your current support period is available. The package table separates four different facts:

Column	Meaning
Component	The main extension or one of its related packages.
Installed	The version currently detected in this Magento installation.
Installable version	The newest version Composer can install with the current repository access.
Latest with support	The newest version covered by the support and update period attached to the license.
Status	Whether the package is installed and whether its support period is active.

An add-on can appear as available without being installed. That is informational; the panel does not install or update packages.

Use **View Changelog** to read the package changelog before an update. Links to the extension page and its Knowledge Base appear when they are available.

Updates still run through Composer

The panel reports status but does not change Magento code. Follow the installation and update guide for the Composer command and Magento deployment steps.

If **Renew Support** appears, it opens the SoftwareSilo license update page. Renewing support changes which newer package versions the repository makes available. It does not update the installed package automatically.

Where the license data comes from

The Extension Manager reads the bearer token for `repo.softwaresilo.io` from `auth.json`. It looks in the Magento root directory first and, since Extension Manager 1.0.3, falls back to `auth.json` inside `COMPOSER_HOME`. The Composer-home fallback matters on build and CI servers where credentials live outside the Magento root. The

token is used to request the matching package and support information from SoftwareSilo. Results are cached, so a recent account change may not appear immediately.

The license key is masked in the panel until an administrator chooses **Show**. Treat the revealed value as a secret. Do not include it in screenshots, tickets or logs.

Admin notifications

The same authenticated connection also delivers SoftwareSilo news to the Magento admin notification inbox. A daily cron job (`mageb2b_extension_manager_import_license_news`, scheduled at 03:00) imports license- and extension-related notices, which then appear under the admin notification bell and in **System > Other Settings > Notifications** like standard Magento system messages.

The import is enabled by default. To disable it, set the `mageb2b/extension_manager/news_enabled` config path to `0` (for example with `bin/magento config:set`); the setting has no admin field of its own.

If the panel cannot load

Check the message shown in the panel, then work through these points:

1. Confirm that an `auth.json` entry under `bearer.repo.softwaresilo.io` exists in the Magento root directory or in `COMPOSER_HOME`.
2. Check that the token is the current token shown in your SoftwareSilo account.
3. Confirm that the server can make an HTTPS request to the SoftwareSilo repository and website.
4. Clear Magento's configuration and application caches after correcting authentication.
5. Reload the extension's configuration page.

When a live request fails after an earlier successful request, the panel may show the last cached result with a notice. If no cached result exists, it reports that the extension information could not be loaded.

For a support request, include the extension name, the exact panel message and the time of the failed request. Remove license tokens and private repository credentials first.

Support & Troubleshooting

Support Tickets

Use Account > Tickets to review existing conversations or open a new ticket.

Technical issues and feature requests require a valid support package. Select the paid order and the affected extension or license when you create the request. This gives support the correct product, entitlement and version context without asking you to send license credentials.

SoftwareSilo normally provides the first substantive response within two business days. Resolution time depends on reproducibility, third-party systems and the scope of the investigation.

What to include

To speed up handling, include:

- Extension and Composer package name.
- Installed extension, Magento and PHP versions.
- What you expected and what happened instead.
- The shortest repeatable sequence that causes the problem.
- Whether the issue occurs in production, staging or a clean reproduction environment.
- Relevant log excerpt with its timestamp.
- Recent deployment, configuration or third-party module changes.

Do not attach repository tokens, passwords, private keys, complete database exports, customer exports or unrelated logs. Replace real customer data with a fictional example where possible.

The ticket form accepts PDF, PNG, JPG, JPEG, TXT, Markdown and CSV files up to 10 MB each. Add focused evidence through the attachment field when you create the ticket. You can also reply in the existing conversation and attach a follow-up file. Ticket statuses show whether support is investigating, waiting for your confirmation or has closed the request.

Quick checks before opening a ticket

```
php bin/magento --version
php bin/magento deploy:mode:show
php bin/magento module:status MageB2B_ModuleName
composer show mageb2b/package-name
```

Review the matching time window in:

- `var/log/system.log`
- `var/log/exception.log`
- `var/report/`, when Magento created a report
- the extension-specific log named in its manual

For a storefront issue, also record the browser, viewport, page URL, console error and failed network request. For a background process, include the cron or queue command and the worker result.

Reproduce with the smallest scope

Try the affected website and customer scope deliberately. Clear only the caches relevant to the check, and avoid changing several settings at once. If disabling another module makes the issue disappear, report both module package names and versions rather than assuming which one is at fault.

For installation or update failures, include Composer's error text after removing tokens and private repository URLs. The installation guide has the repository checklist.

Protected Customer Attributes

SoftwareSilo modules can declare business-related customer and customer-address attributes as server-managed. The shared Extension Manager package (version 1.0.3 and later) then blocks customer- and guest-initiated API writes to those attributes, while admin and integration tokens keep Magento's normal behavior.

What is blocked

The protection hooks Magento's native API input handling and covers the standard customer paths:

API	Covered calls
REST	Account creation, customer repository saves, customer address repository saves
SOAP	The same account, customer and address service calls
GraphQL	Customer and address create/update mutations
Async and bulk REST	Customer- and guest-triggered queued updates

Setting, changing or clearing a protected attribute with a customer or guest token is rejected with Magento's input-validation error before any data is saved. Resubmitting an unchanged value during an update stays allowed, so read-then-write round trips keep working.

For asynchronous and bulk REST requests made with customer-level tokens the rules are stricter: protected attributes must be left out of the payload entirely, including nested customer-address attributes, or Magento rejects the request before it is queued.

Native storefront and admin forms are not intercepted — each attribute-owning module controls which fields its forms expose. Internal repository and account-management writes from module code also stay writable.

What this means for integrations

- Use an **admin or integration token** when a job legitimately writes a protected attribute; customer tokens and guest calls fail validation.
- In bulk or async customer-level payloads, omit protected attributes entirely.
- Custom API services or GraphQL mutations that bypass the native input paths are not covered — they must validate untrusted input themselves before mutating customer data.

The guard covers scalar attributes (text, numbers, selects, serialized settings). File and image attributes are outside its contract, and a declaration does not grant ACL

permissions by itself.

Protected attributes by module

Each module registers its own codes as arguments on `MageB2B\ExtensionManager\Plugin\Customer\RestrictCustomAttributesPlugin` in its `etc/di.xml`. The current SoftwareSilo declarations are:

Package	Protected attributes
`mageb2b/customer-id`	`customer_id`
`mageb2b/customer-tfa`	`tfa_enabled`
`mageb2b/sublogin`	`can_create_sublogins`, `max_number_sublogins`, `sublogin_optional_email`, `sublogin_sales_report_config`; address attribute `sublogin_id`
`mageb2b/sublogin-budget`	`budgets`, `can_manage_budgets`
`mageb2b/sublogin-role`	`can_manage_role`
`mageb2b/staff`	`primary_staff_id`, `inherit_restrict_sublogins`
`mageb2b/pricesystem-advancedconfig`	`priceselect`, `verified`, `price_formula`, `discountable`
`mageb2b/pricesystem-productcustomermatrix`	`procustmatrix_customer_group`

Only the declared attributes are guarded — installing a listed module does not protect unrelated customer attributes.